

~~C O N F I D E N T I A L~~

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[REDACTED]  
DIT/TRIS  
LOGGED

30 October 1987

MEMORANDUM FOR: Director of Information Technology, DA

FROM: [REDACTED]

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Chief, Information Management Staff, DO

SUBJECT: System Access Problems - Week of 26 October 1987

*Ed,*

1. We are in the midst of a very serious situation that you should be aware of. Following the recent conversion of over two hundred terminals of users from Latin America Division (including users from the Central American Task Force) and East Asia Division to IBX connections, we discovered that the network had not been reconfigured to accommodate the increased number of users dependent upon a static pool of IBX ports. Many users began to have great difficulty logging on to the system and we are receiving a flood of complaints. To make things worse, panic set in and a 'hoarding' instinct took over, i.e., once logged on, users would not log off for fear that they might not be able to log on again later. That phenomena exacerbated the problem of scarcity and the work of that part of the Operations Directorate that relies on MDS and AIM has been seriously disrupted. I convened a meeting in my office yesterday afternoon to discuss the situation. [REDACTED]

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[REDACTED] were all kind enough to come. Regrettably, given the complexity of the problem, it appears that the situation cannot be fully corrected until Tuesday of next week.

2. This situation underscores the growing dependence of DO customers on the Message Delivery System and AIM to process their cable traffic - the lifeblood of the DO. As the purveyors of these tools and services, we have a deep obligation to be there for our customers. Once they have given up their typewriters and

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Wangs they are almost totally dependent on the mainframe systems. IMS, in turn, depends on OIT for the support necessary to keep service to our DO customers uninterrupted. Somehow we--IMS and OIT--have got to avoid breakdowns in planning, coordination and execution such as happened this week.

3. IMS is ready and willing to work with you as closely as is necessary to improve our joint service to the DO.



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O/D/OIT Routing Slip

Date 02 NOV 1987

<u>Action</u>	<u>Info</u>	<u>Seen</u>
D	✓	3
DD	✓	10
Nancy		
Rose		
Terry		
C/CSG		
C/EG		
C/DG		
C/OG		
C/MG		
C/TSS		
C/CSPO		
C/A&TPS		

COMMENT:

INFO  
Copies  
to

C/EG  
C/OG  
C/CSG

done  
Jdk  
11/2

STAT